

# Configure Webex Calling eSIM Webex Go

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## Introduction

This document describes the configuration of Webex Go for Webex Calling Organizations that support this feature.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Control Hub administration of User Calling Feature for the Webex Calling Organization
- Control Hub administration of Add Device configuration for the Webex Calling Organization
- iPhone or Samsung Galaxy S21 device cellular configuration

### Components Used

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Configure

### Requirements and Limitations

- Available in the US through Webex calling certified partners (Trial and paid)

- Available to users on Webex Calling in US or UK region and US or UK locations
- Organization has Webex Go licenses (paid or trial)
- Sold through Webex Calling certified partners
- Requires user to have a unique Public Switched Telephone Network (PSTN) phone number
- Supported PSTN options include Cisco PSTN, Cloud Connected Calling Provider (CCP) or local gateway
- Requires user to have a carrier unlocked and eSIM compatible mobile device
- Supports voice calling only (SMS (Short Message Service) not in scope)
- Supported on unlocked and eSIM compatible mobile phones

Supported iPhone Models:

iPhone XS/XR, 11 and 12 series - supports only one active eSIM

iPhone 13 series and later - supports two active eSIMs

Supported Samsung Models:

Samsung Galaxy S21 - supports only one active eSIM

To check iPhone Device Lock Status: (Applies only to customers in the U.S.)

Navigate to **Settings > General > About**

Under Carrier Lock you see No SIM restrictions. If this message is not displayed, contact:

- Your IT administrator (if you are on a corporate plan)
- Carrier (if you are on a personal plan)

To check Samsung Device Lock Status: (Applies only to customers in the U.S.)

If you are on a corporate plan, work with your IT admin to get your device unlocked.

If you are on a personal plan, contact your service provider.

Links to IMEI tools offered by service providers:

Verizon: [IMEI tools offered by Verizon](#)

AT&T: [IMEI tools offered by AT&T](#)

T-Mobile: [IMEI tools offered by T-Mobile](#)

## Configurations

Control Hub is used to provision and manage Webex Go devices. There are 2 methods available:

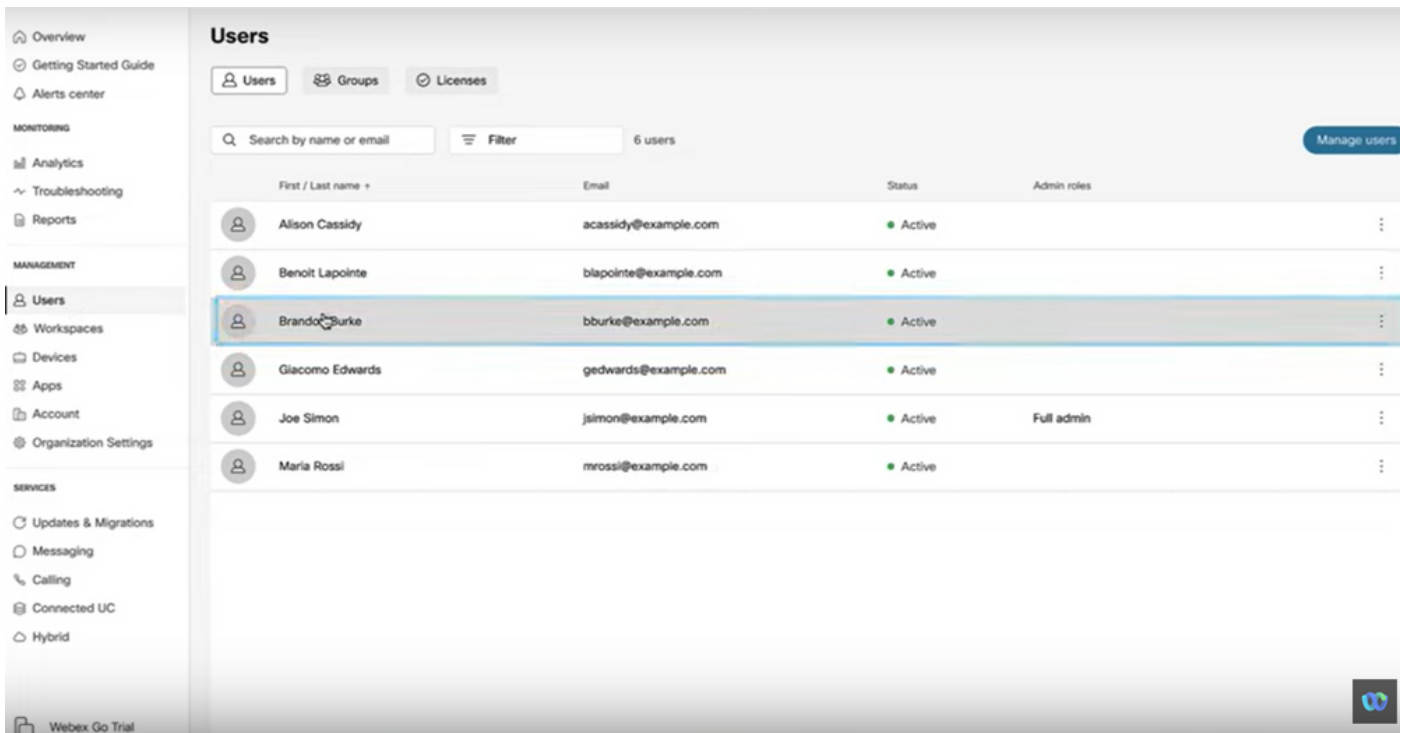
1) At the User page, add a Webex Go device to a User.

2) At the Device page, add a device and associate with a user. Once a device is provisioned, a QR code with activation details is emailed to the user.

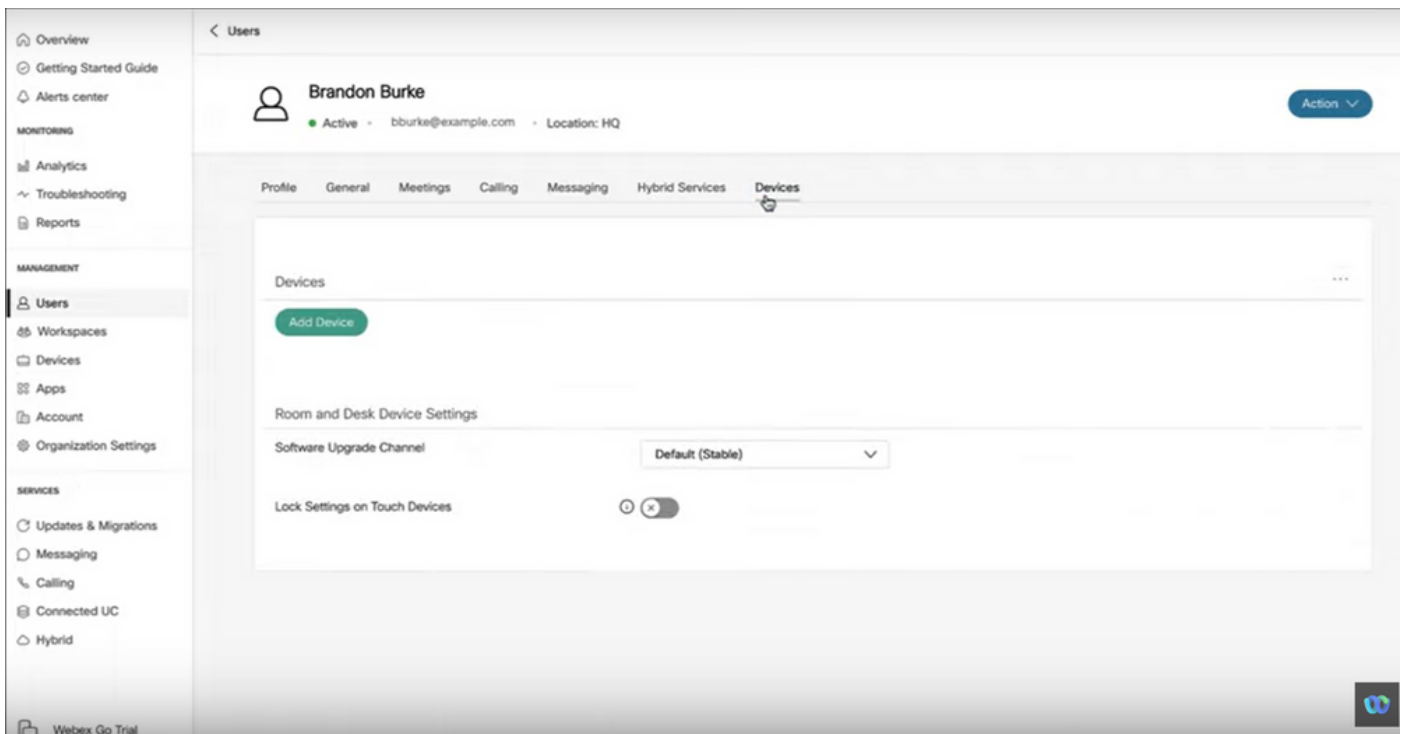
## Provision Users for Webex Go in Control Hub

Method 1: At the User page, add a Webex Go device to a User

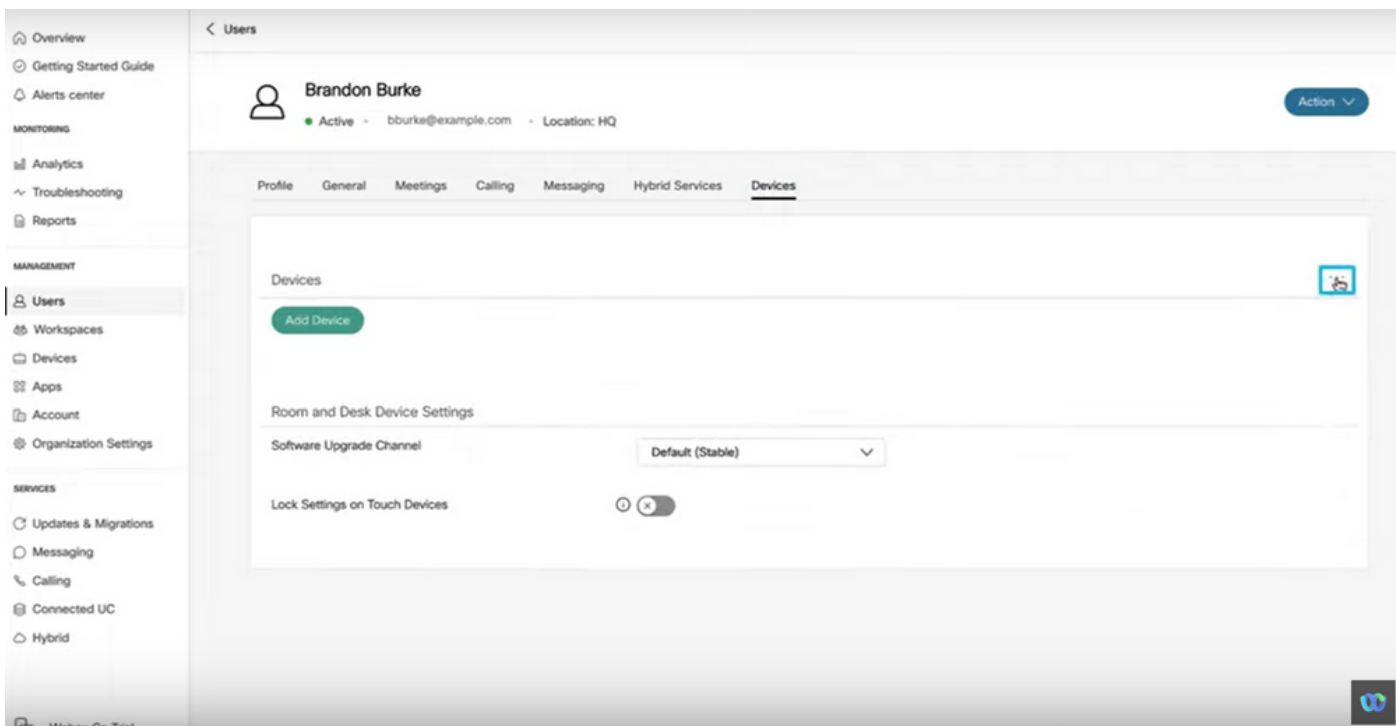
Step 1. Select the User.



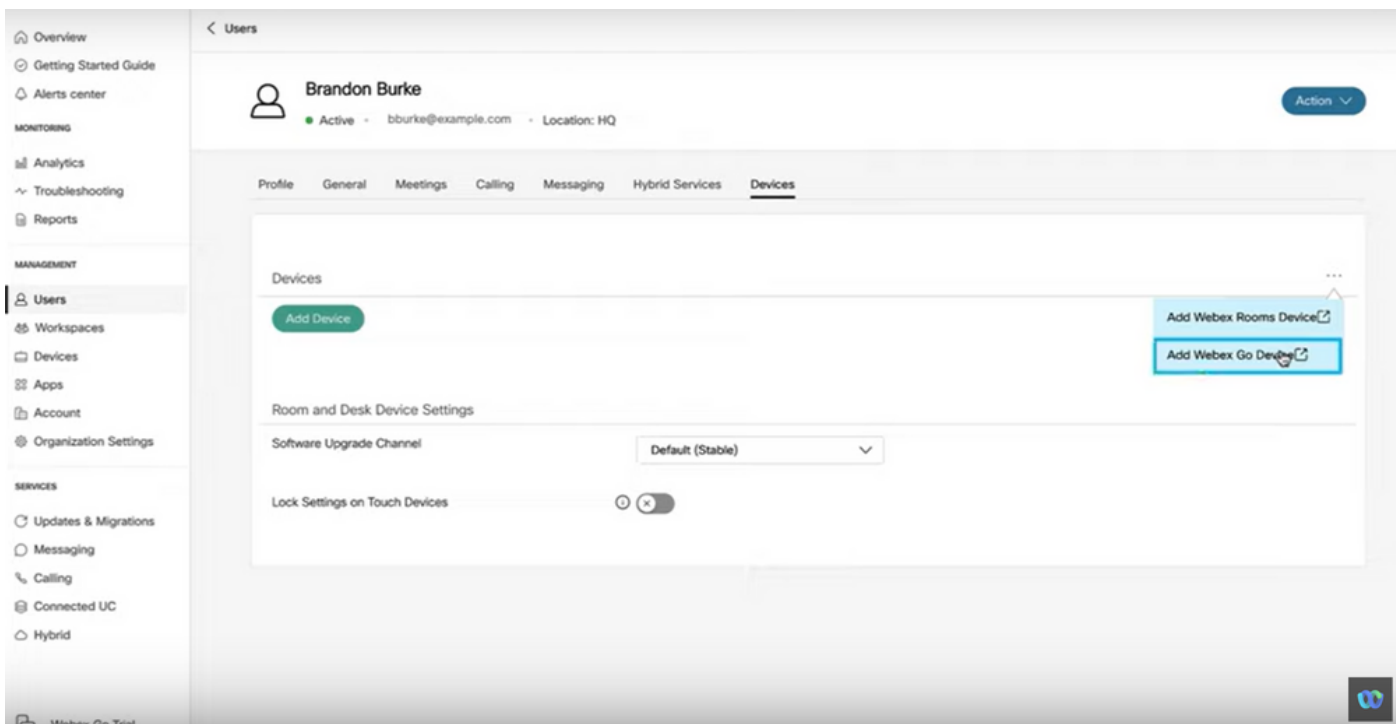
Step 2. Go to Devices Page.



Step 3. Click the **More** icon (...) to add the Webex Go Device.

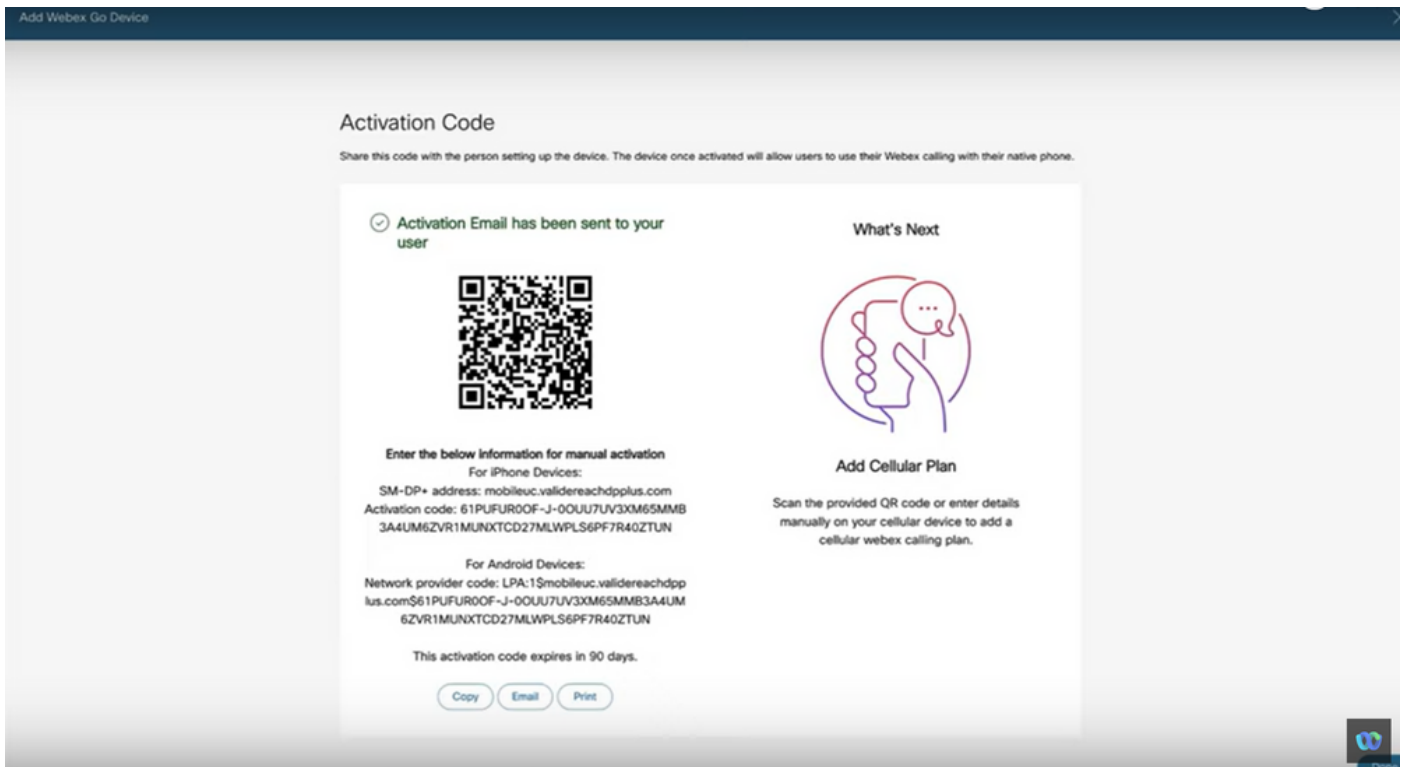


Step 4. Select **Add Webex Go Device**.



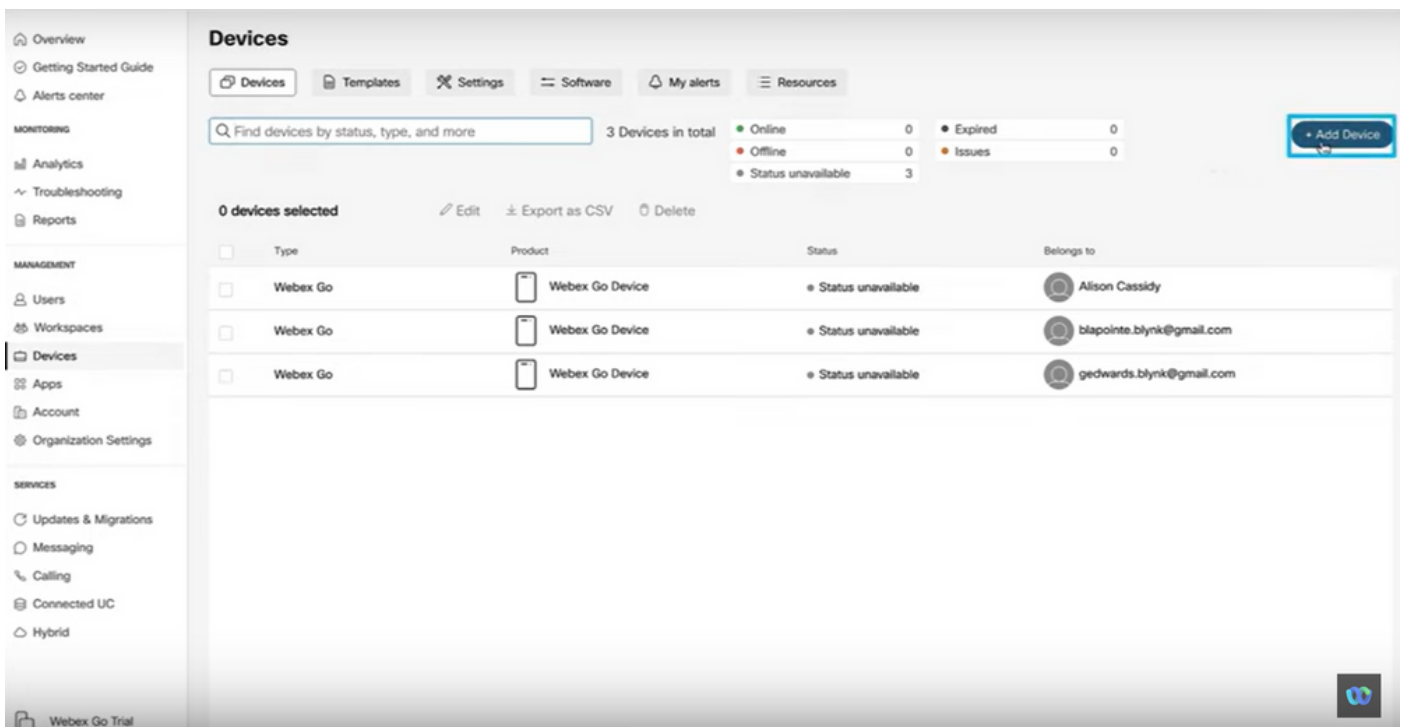
Step 5. An activation code is returned that can be used to add a mobile plan on a supported mobile device.

- Once the user receives the activation code, you need to scan the QR code / manually enter the activation details to extend Webex Calling to the mobile device.
- As an Administrator, you can copy, email or print the alpha-numeric Activation code to provide it to the User.

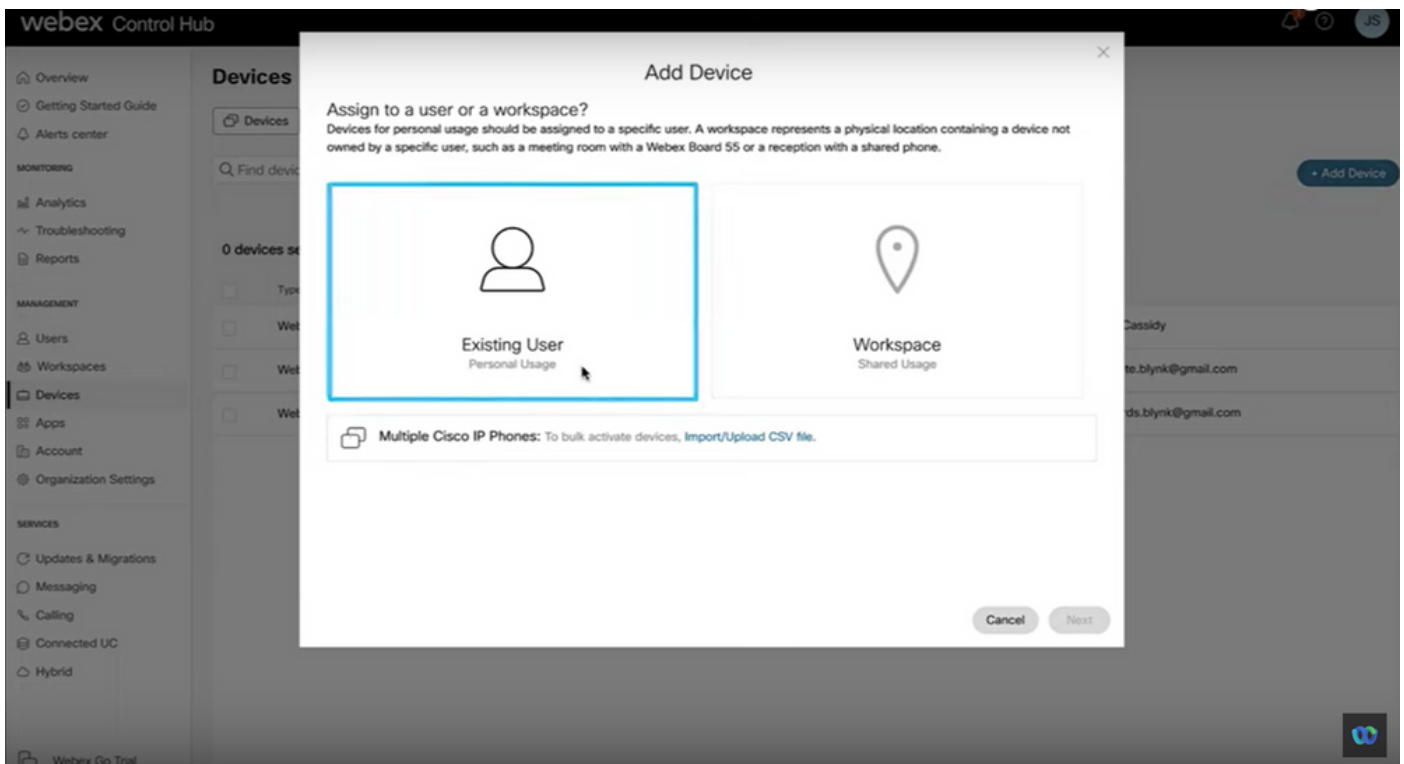


Method 2: At the Device page, add a device and associate with a user.

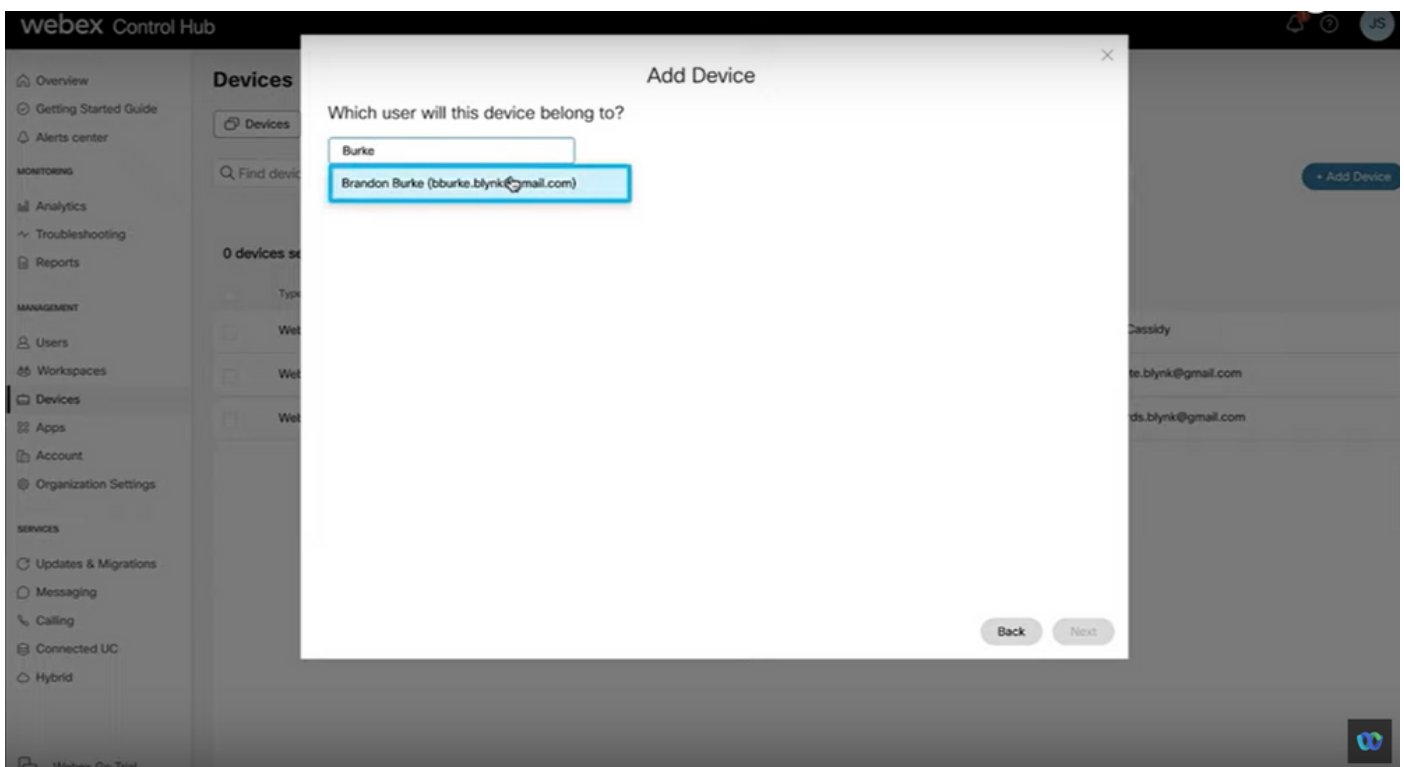
Step 1. Click Add device button on the Devices page.



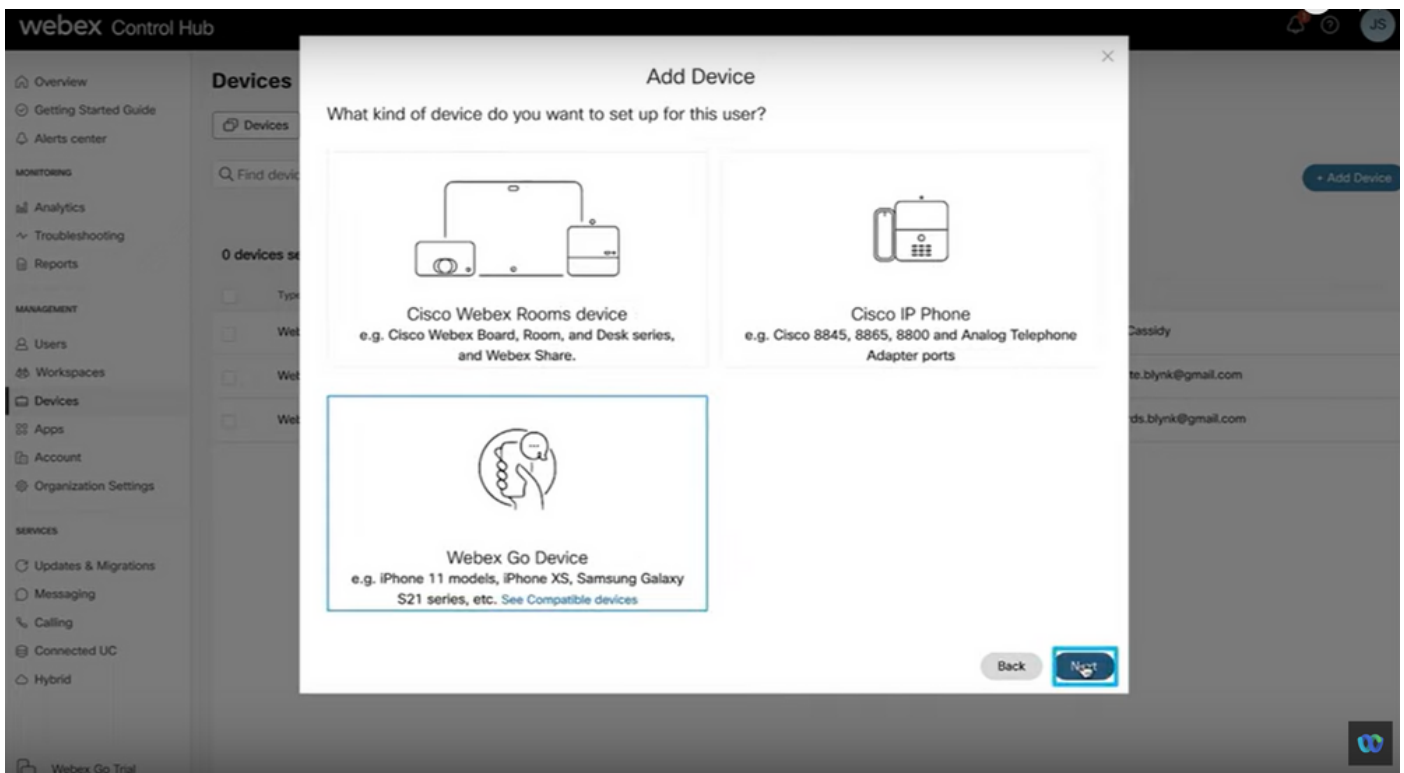
Step 2. Select **Existing User** option on the Add Device page and click the **Next** button.



Step 3. Search and select the user from the dropdown.

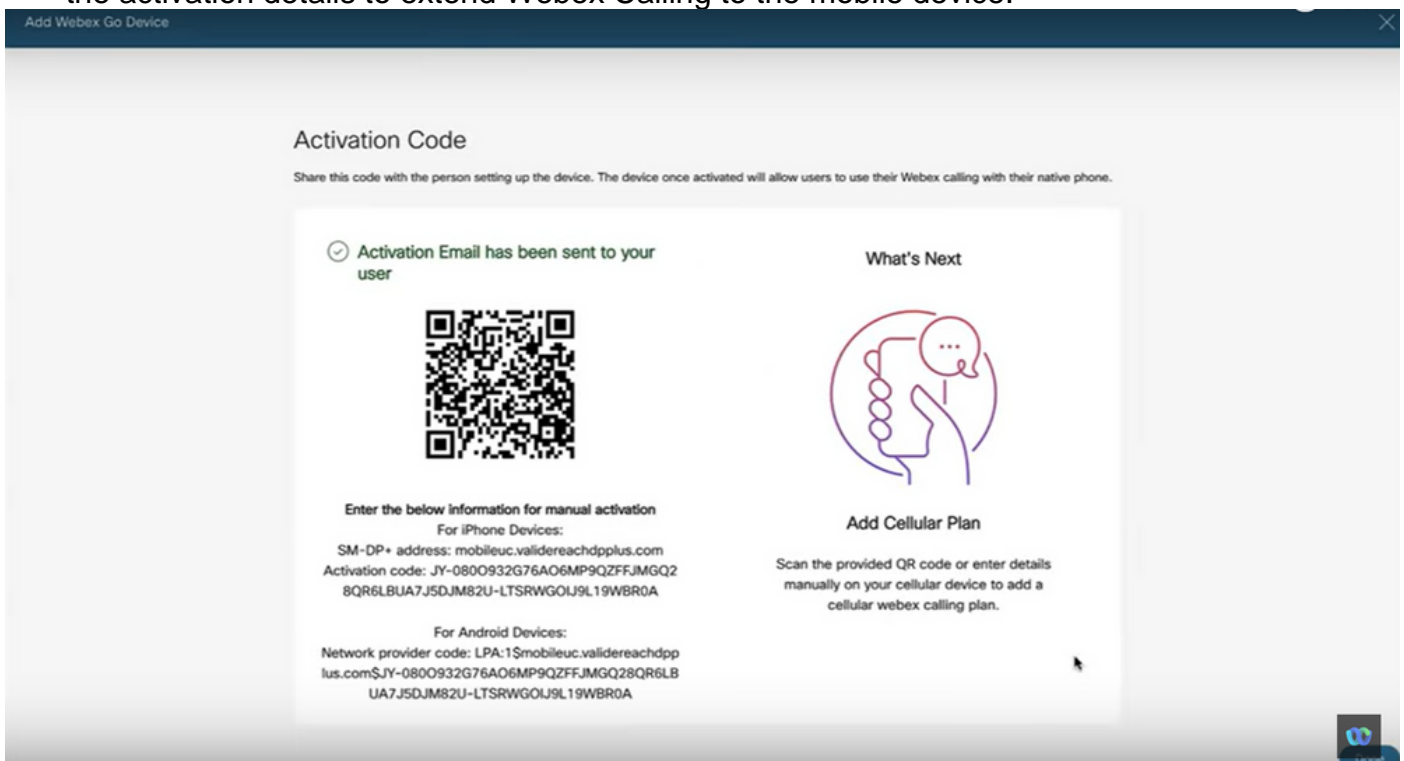


Step 4. Select **Webex Go Device** option and click the **Next** button to generate an activation code.



Step 5. An activation code is returned which can be used to add a mobile plan on a supported mobile device.

- Once the user receives the activation code, they need to scan the QR code / manually enter the activation details to extend Webex Calling to the mobile device.

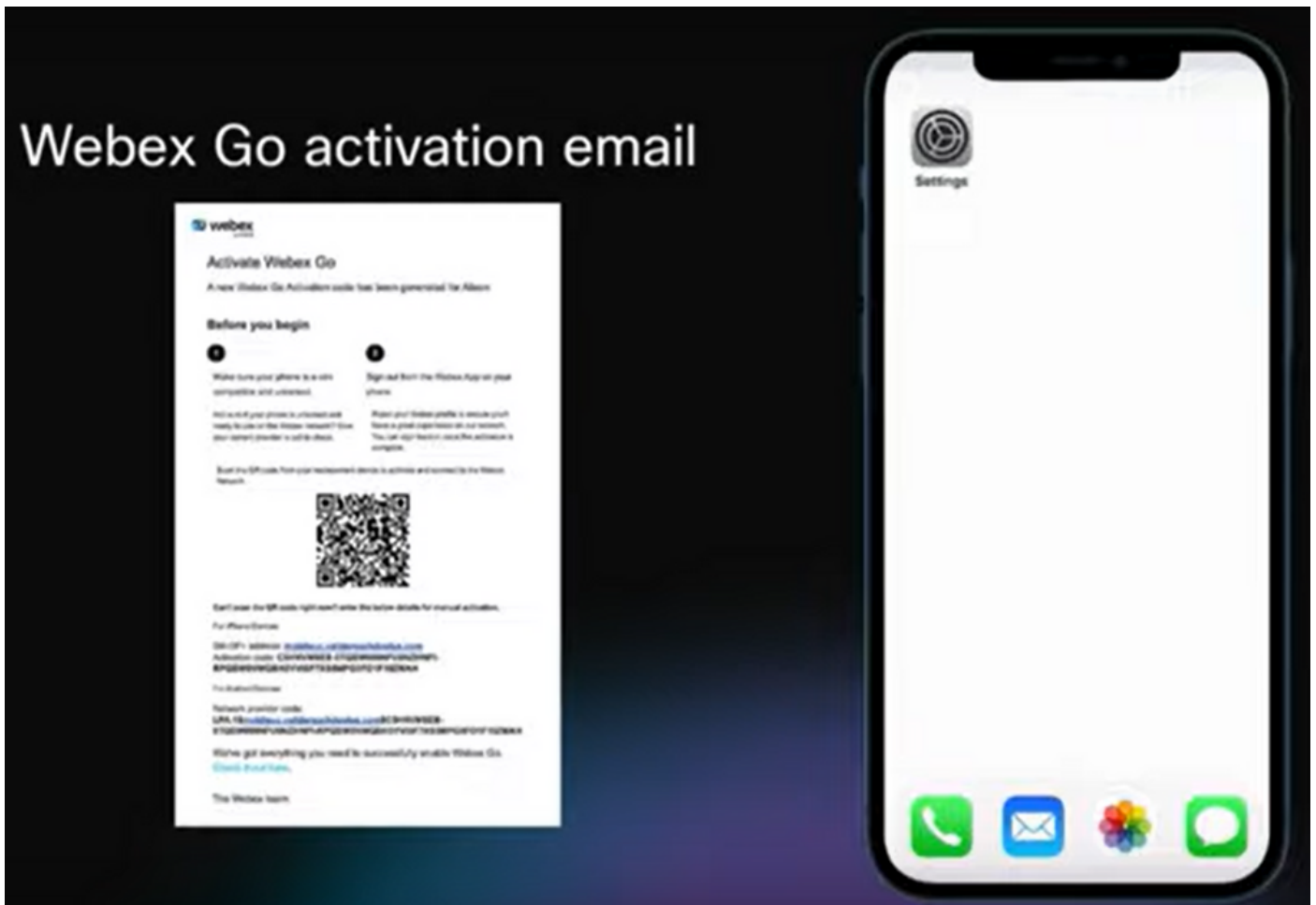


**Note:** This single-use activation code expires after 90 days.

**Note:** See also, Cisco walk through to Provision Users for Webex Go in Control Hub: [Provision Users for Webex Go in Control Hub Walk Through.](#)

## Activate Webex Go for an iPhone User

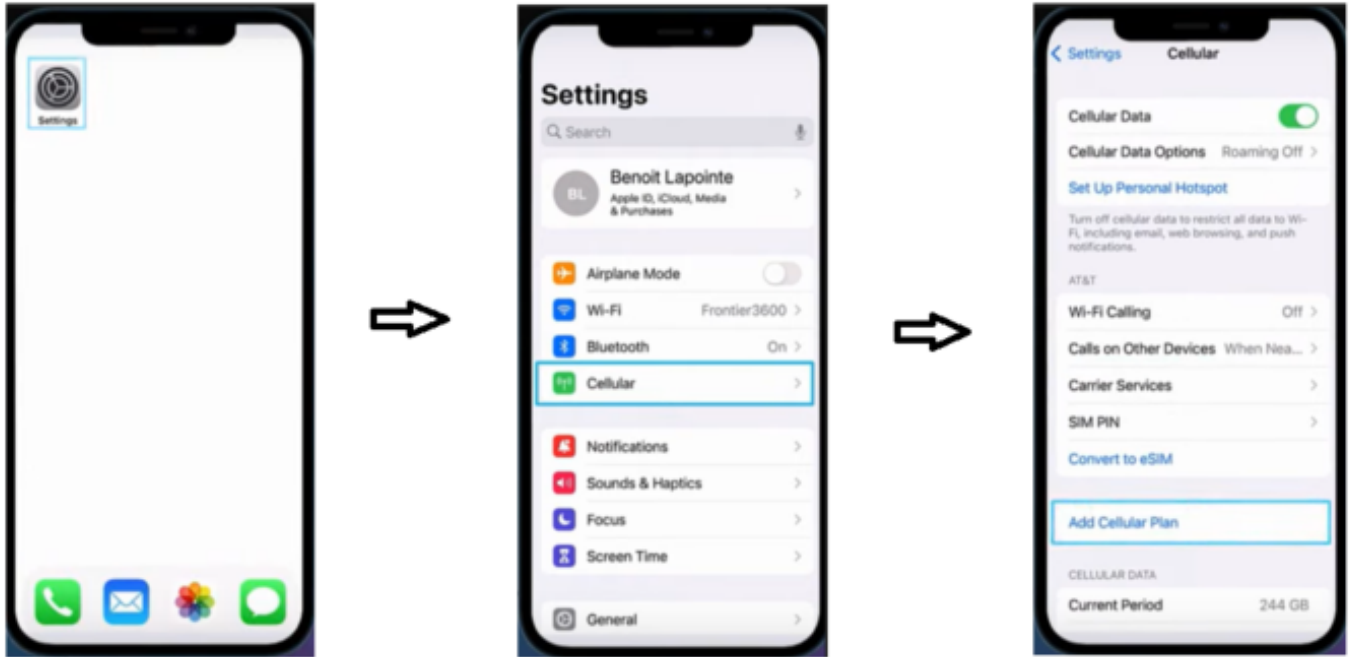
The Email received after Administrator has completed account provision. It contains the Activation code and SM-DP+ Address information:



Step 1. Navigate to **Settings > Cellular Data > Add Cellular Plan**

- Tap **Settings** Icon.
- Locate and choose **Cellular, Mobile Data**.
- Select **Add Cellular Plan**.





Step 2. Scan QR Code.

- New screen appears to Add Cellular Plan from TIM.
- Tab **Add** Cellular Plan.

**Note:** This step could take a few minutes to complete.

